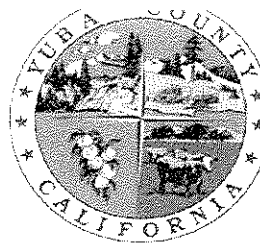


The County of Yuba

HEALTH & HUMAN SERVICES DEPARTMENT

Suzanne Nobles, Director

5730 Packard Ave, Ste 100, PO Box 2320, Marysville, California 95901
Phone: (530) 749-6311 FAX: (530) 749-6281



**Joseph W. Cassady, D.O.,
Health Officer**
Phone: (530) 749-6366

May 13, 2009

MAY 26 2009

Ramon S. Lopez, Chief
Civil Rights Bureau, Human Rights and Community Services Division
California Department of Social Services
744 P Street
Sacramento, California 95814

Dear Mr. Lopez:

Attached is Yuba County's "Corrective Action Plan", which was written in response to findings that were made by the Civil Rights Bureau from their civil rights compliance review, conducted on July 22-25, 2009 at Yuba County Health and Human Services Department (YCHHSD).

In the "Corrective Action Plan" report YCHHSD responds to findings requiring corrective action as outlined in the Civil Rights Bureau's "Civil Rights Compliance Review Report for Yuba County" dated April 8, 2009.

Please let me know if you need more information or have questions about any part of the "Corrective Action Plan" report.

Sincerely,

A handwritten signature in cursive script, appearing to read "Suzanne Nobles".

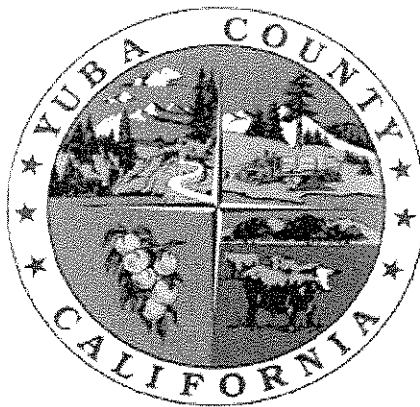
Suzanne Nobles, Director
Yuba County Health and Human Services Department

SN:ja

Attachment

cc: Cindy Guzman, Civil Rights Bureau Consultant
Rob Shotwell, Deputy Director
Joyce Ash, Civil Rights Coordinator

**Corrective Action Plan
for
Yuba County Health and Human Services Department
Review of July 22-25, 2008
Reviewer: Cindy Guzman**



**Yuba County Corrective Action Plan
May 12, 2009
Contact: Joyce Ash (530) 749-6927**

The Civil Rights Bureau conducted site visits at the Yuba County Health and Human Services Department (HHSD) Packard Avenue and One Stop buildings on July 22-25, 2009, to conduct a civil rights compliance review. Recommendations and findings were made by the Civil Rights Bureau and written in the "Civil Rights Compliance Review Report for Yuba County", dated April 8, 2009. The findings which need corrective action are listed below by section, subject, and page number with the corrective actions that were taken by Yuba County.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Location: **One Stop office, 1114 Yuba Street, Marysville**

Finding: Section A. (Page 7 of the report) - One parking space located across walkway in front of building has no ISA sign.

Finding: Section A. (Page 7 of the report) - There was no accessible signage on any exterior entrance of building.

Finding: Section A. (Page 7 of the report) - There were no ISA signs – non-glare finish, color contrast at any entrance of building.

Finding: Section A. (Page 8 of the report) - Force to open main entry door excessive at 10 pounds.

Finding: Section A. (Page 8 of the report) - Accessible elevators were not identified with the International Symbol of Accessibility.

Finding: Section A. (Page 8 of the report) - Accessible elevators had no landing jamb signage on both sides indicating floor number.

Finding: Section A. (Page 8 of the report) - Force to open men's restrooms on 1st and 2nd floors excessive at 10 pounds.

Finding: Section A. (Page 8 of the report) - Men's restroom on 1st and 2nd floor had toilet seat protector too high at 46 inches.

Finding: Section A. (Page 9 of the report) - Force to open women's restrooms on 1st and 2nd floors excessive at 12 pounds.

Finding: Section A. (Page 9 of the report) - Women's restrooms on 1st and 2nd floor had toilet seat protector too high at 46 inches.

- **Corrective Action:** The owner of the building was notified verbally on May 4, 2009 by the Yuba County Health and Human Services Department of the need to bring the building up to specifications with regard to all of the above findings. A follow up letter was sent dated May 4, 2009 (Attachment 1) to Ric Teagarden, Superintendent, Yuba County Office of Education and owner of the One Stop building.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Location: **Main office, 5730 Packard Avenue, Suite 100, Marysville, CA 94901**

Finding: Section A. (Page 9 of the report) - The Van Accessible sign in front of building was too low at 77 inches.

- **Corrective Action:** Yuba County Health and Human Services Department submitted a work order on April 14, 2009. The work order was completed on April 27, 2009. Sign was raised and height is 80 inches minimum from bottom of sign to top of finish grade.

Finding: Section A. (Pages 9 and 10 of the report) - Posters and Pub 13 needed in Children's Services lobby.

- **Corrective Action:** Current versions of the required posters (Pub 86 "Everyone is Different, but Equal Under the Law" 03/07; and FORM AD 475B "And Justice for All" 12/99 were framed and placed in Children's Services reception area. Pub 13, 03/07 in required languages were placed in Children's Services reception area.

Finding: Section A. (Page 10 of the report)- Public telephone in hallway does not have the volume control.

- **Corrective Action:** Public telephone in hallway is equipped with volume control with a silver button that reads: "Loud", and on the right side it reads: "Press to change volume three levels". Cindy Guzman, Reviewer, Civil Rights Bureau was emailed the picture (Attachment 2) who concurred that the public telephone is equipped with volume control.

Finding: Section A. (Page 10 of the report)- Force to open door of men's restroom excessive at 12 pounds.

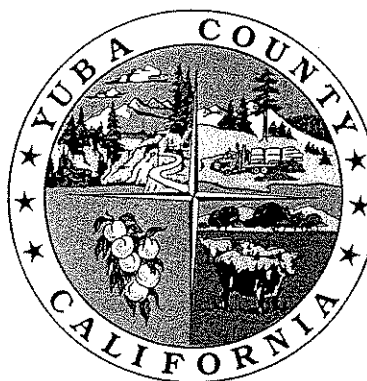
Finding: Section A. (Page 10 of the report)- Force to open door of women's restroom excessive at 12 pounds.

- **Corrective Action:** Yuba County Health and Human Services Department submitted work orders on April 14, 2009. The work order was completed on April 27, 2009. Interior doors to men and women's restrooms were adjusted to five pounds maximum pressure.

YUBA COUNTY OFFICE OF EDUCATION

RICHARD D. TEAGARDEN
SUPERINTENDENT

935 14TH STREET, MARYSVILLE, CA 95901-4198
TELEPHONE (530) 749-4900
FAX NUMBER (530) 741-6500



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May 12, 2009

Rob Shotwell, Deputy Director – Programs
Yuba County Health & Human Services Department
5730 Packard Avenue, Suite 100
P.O. Box 2320
Marysville CA 95901

Dear Rob,

Thank you for your timely communication regarding HHSD's annual Civil Right compliance review at the offices located at Yuba County One Stop. Regarding the compliance issues identified in your letter dated May 4, 2009, I have made the following arrangements for correction:

- Signage issue relating to parking space located across walkway in front of building lacking International Symbol of Accessibility, as well as ISA signs located at every primary entrance and major junction indicating direction along or to accessible features, and also signage identifying accessible elevator, will be corrected per arrangement with D & D Signs (Cont. Lic. #425855) of Marysville.
- Issues relating to required force necessary to open doors identified as main lobby door, first and second floor Women's Restrooms, first and second floor Men's Restrooms, will be corrected per my arrangements with Buttacavoli Industries, Inc. (Cont. Lic. #874063) of Marysville.
- Identified issue regarding toilet seat protector dispensers located in first/second floor Men's Restrooms and first/second floor Women's Restrooms being adjusted from the present height of 46" to the required 40" will be corrected by Yuba County Office of Education's Maintenance and Operations staff.

All required corrections will be in place and completed no later than the accepted date of July 6, 2009.

Again, thank you for your personal and cooperative communication regarding these issues. If you have any further concerns regarding the directives for correction that I have put in place, please feel free to contact me at 530-749-4855.

Sincerely,

A handwritten signature in cursive script that reads "Ric Teagarden".

Richard D. Teagarden, Superintendent
Yuba County Office of Education

cc: Howard Busch, Supervisor
 Maintenance and Operations
 Yuba County Office of Education